Why is Robotic Process Automation popular?

Robotic Process Automation (RPA) is software technology that is used to automate manual tasks in a business process that a person would otherwise perform on a computer.

"Automating Boring Work"

An RPA software robot is able to simulate the human activity of reading from a computer screen, typing on the keyboard, moving and clicking a mouse.

"Repetitive, Routine, work gets done by Robots"

RPA is popular with pragmatic business leaders for a number of factors including:

- RPA delivers a good ROI, with benefits appearing in weeks
- RPA can be implemented without changing other IT systems
- RPA can be run alongside people / or run overnight
- RPA can reduce pressure on staff
- RPA is the practical solution to leverage AI technology
- RPA delivers accuracy which removes human errors
- RPA consistency improves compliance levels
- RPA delivers more data "Privacy" as data is not seen as much by humans (i.e. No Gossip)
- RPA takes the **Robotic tasks out of the human activity**

RPA is suited to any task that requires repetitive activity where the information source is available digitally and the result required is digital.

Every business has business processes – which by definition get executed again and again.

By performing a sequence of tasks, a whole business process can be automated.

RPA is about enabling people to be more effective and deliver better productivity.

A good design practice is to keep "Humans in the loop", so that they handle exceptions, the unusual, etc.

The usual triggers for a business to investigate RPA are:

- Budget pressure to do **"More with Less"**

- Team work load impacted by a resignation, a long term sickness, maternity leave, jury service – How is the work re-allocated?
- Difficulty recruiting staff when job description contains a lot of repetitive work.

The circumstances drive the need to get the most productive use from staff that are available. RPA helps achieve more effective results – that makes it popular.